

**AT&T Relay**  
**VERMONT RELAY SERVICE**  
**ANNUAL CONSUMER COMPLAINTS SUMMARY**  
**JUNE 2001 – MAY 2002**

---

**June 2001**

**TTY June 2, 2001**

The customer complained the CA's typing was slow , and the spelling was terrible.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, RI and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer a report would be filed.

**Contact Closed:** June 2, 2001

**FCC:** Typing Issue

**TTY June 14, 2001**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** June 14, 2001

**FCC:** Answer Performance

**July 2001** – Nothing to report

**August 2001** – Nothing to report

**September 2001** – Nothing to report

**October 2001** – Nothing to report

**November 2001** – Nothing to report

**December 2001** – Nothing to report

**January 2002** – Nothing to report

**February 2002** – Nothing to report

**March 2002** – Nothing to report

**April 2002**

**TTY April 15, 2002**

The customer complained they were unable to reach the relay service by dialing 711.

**Category:** Other (Misc)

**Escalation:** Received by the National Relay Center, RI and handled by the National Customer Care Center.

**Resolution:** Explained to the customer of a possible routing problem with the local telephone provider.

**Contact Closed:** April 15, 2002

**FCC:** Answer Performance

**May 2002**

AT&T Relay  
**VERMONT RELAY SERVICE**  
**ANNUAL CONSUMER COMPLAINTS SUMMARY**  
**JUNE 2001 – MAY 2002**

---

**TTY May 31, 2002**

The customer complained the CA's typing was poor.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 1, 2002

**FCC:** Typing Issue